

***Adult Survey Results***

***Statewide Summary Report***  
***for the***  
***November 2004 Data Collection Period***

**ADULT PERFORMANCE OUTCOMES**



**Broad-Based Evaluation  
Consumer Perception Survey**

**MARCH 2005**

Prepared by:  
Performance Outcomes and Quality  
Improvement Unit  
California Department of Mental Health (DMH)  
Systems of Care  
1600 9<sup>th</sup> Street  
Sacramento CA 95814

### Purpose of this report

*The purpose of this report is to provide data on consumer perception of mental health services (using items from the 28-item Mental Health Statistics Improvement Program Consumer Perception Survey (MHSIP)) and quality of life (QOL), as measured by the California State Department of Mental Health's Adult Survey. This report is a STATEWIDE summary of the Adult Survey (see Attachment A) data that were collected during the November 1-15, 2004 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhhitws.cahwnet.gov/>.*

## Consumer Demographic & Descriptive Items

### Summary Report

The following tables reflect aggregated STATEWIDE data and highlight the Adult Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the November 1-15, 2004, survey period. Results of these Adult Survey consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for either the MHSIP portion of the Adult Survey, the QOL portion, or both. **Out of 29,253 Statewide Adult Surveys, a total of 23,211 had at least one response to MHSIP or QOL sections.**

### TOTAL NUMBER OF SURVEYS SUBMITTED (STATEWIDE)

A total of 29,253 Adult Surveys were submitted to the State.

Total Number of Statewide Surveys

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	29253	100.0	100.0	100.0

### GENDER

For those who responded to the question – “What is your gender?” – 55.6% identified themselves as Female, 43.9% as Male and 0.5% as Other. Additionally, 11.9% of the consumers did not respond to this item.

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	11369	49.0	55.6	55.6
	Male	8985	38.7	43.9	99.5
	Other	106	.5	.5	100.0
	Total	20460	88.1	100.0	
No Response		2751	11.9		
Total		23211	100.0		

## AGE CATEGORY\*

For those who responded to the question – “What is your date of birth?” – 0.4% were under age 18, 9.9% were 18-25, 20.0% were 26-35, 30.3% were 36-45, 34.8% were 46-59, and 4.7% were age 60 or older. Additionally, 20.4% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	67	.3	.4	.4
	18-25	1832	7.9	9.9	10.3
	26-35	3704	16.0	20.0	30.3
	36-45	5595	24.1	30.3	60.6
	46-59	6428	27.7	34.8	95.3
	60+	861	3.7	4.7	100.0
	Total	18487	79.6	100.0	
No Response		4724	20.4		
Total		23211	100.0		

## SERVICE LENGTH

For those who responded to the question – “How long have you received services here?” – 2.2% reported that it was their first visit; 3.8% reported that they had had more than one visit, but that they had received services for less than one month; 6.8% reported having received services for 1-2 months; 9.9% reported having received services for 3-5 months; 14.5% reported receiving services for 6 months to 1 year and 62.7% reported receiving services for more than one year. Additionally, 35.5% of the consumers did not respond to this item.

**How long have you received services here?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	334	1.4	2.2	2.2
	> 1 visit, but < one month	567	2.4	3.8	6.0
	1 to 2 months	1017	4.4	6.8	12.8
	3 to 5 months	1485	6.4	9.9	22.7
	6 months to 1 year	2175	9.4	14.5	37.3
	More than 1 year	9392	40.5	62.7	100.0
	Total	14970	64.5	100.0	
No Response		8241	35.5		
Total		23211	100.0		

\* Although Adults are defined as being 18 - 59 years of age, this table reflects that DMH received “adult” surveys from consumers younger than 18 and older than 60 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or may have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

## MEXICAN / HISPANIC / LATINO ORIGIN

On the Adult Survey, 21.5% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

### Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	13629	58.7	58.7	58.7
	Yes	4987	21.5	21.5	80.2
	Unknown	4595	19.8	19.8	100.0
	Total	23211	100.0	100.0	

## RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble.

On the Adult Survey, 50.8% of the consumers identified themselves as being “White / Caucasian.”

### Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11410	49.2	49.2	49.2
	Yes	11801	50.8	50.8	100.0
	Total	23211	100.0	100.0	

On the Adult Survey, 12.6% of the consumers identified themselves as being “Black / African American.”

### Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20287	87.4	87.4	87.4
	Yes	2924	12.6	12.6	100.0
	Total	23211	100.0	100.0	

On the Adult Survey, 5.0% of the consumers identified themselves as being “Asian.”

**Is your race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22039	95.0	95.0	95.0
	Yes	1172	5.0	5.0	100.0
	Total	23211	100.0	100.0	

On the Adult Survey, 5.7% of the consumers identified themselves as being “American Indian / Alaskan Native.”

**Is your race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21886	94.3	94.3	94.3
	Yes	1325	5.7	5.7	100.0
	Total	23211	100.0	100.0	

On the Adult Survey, 1.4% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

**Is your race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22894	98.6	98.6	98.6
	Yes	317	1.4	1.4	100.0
	Total	23211	100.0	100.0	

On the Adult Survey, 12.3% of the consumers identified themselves as being of another race.

**Other race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20359	87.7	87.7	87.7
	Yes	2852	12.3	12.3	100.0
	Total	23211	100.0	100.0	

On the Adult Survey, 1.8% of the consumers were not able to identify their race.

**Unknown race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22783	98.2	98.2	98.2
	Yes	428	1.8	1.8	100.0
	Total	23211	100.0	100.0	

## LANGUAGE OF SURVEY

On the Adult Survey, 93.0% of the consumers responded using the English version of the Adult Survey; 0.1% used the Chinese version; 0.0% used the Korean version; 6.8% used the Spanish version and 0.1% used the Tagalog version of the Adult Survey. Additionally, 0.5% of the surveys received did not indicate the language of the survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	28	.1	.1	.1
	English	21482	92.6	93.0	93.1
	Korean	2	.0	.0	93.1
	Spanish	1580	6.8	6.8	99.9
	Tagalog	13	.1	.1	100.0
	Total	23105	99.5	100.0	
No Response		106	.5		
Total		23211	100.0		

## PREFERRED LANGUAGE

On the Adult Survey, 96.7% of the consumers responded that the services they received were provided in the language they preferred and 94.7% responded that written information was available in their preferred language. Additionally, 11.9% and 13.2% of the consumers did not respond to these items, respectively.

Were the services you received provided in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	684	2.9	3.3	3.3
	Yes	19756	85.1	96.7	100.0
	Total	20440	88.1	100.0	
No Response		2771	11.9		
Total		23211	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1068	4.6	5.3	5.3
	Yes	19084	82.2	94.7	100.0
	Total	20152	86.8	100.0	
No Response		3059	13.2		
Total		23211	100.0		

## PRIMARY REASON INVOLVED WITH PROGRAM

For those who responded to the question – “What was the primary reason you became involved with this program?” – 40.7% reported that they decided to come in on their own, 54.8% reported that someone else recommended that they come in, and 4.5% reported that they came in against their will. Additionally, 14.4% of the consumers did not respond to this item.

### What was the primary reason you became involved with this program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I decided to come in on my own	8086	34.8	40.7	40.7
	Someone else recommended that I come in.	10876	46.9	54.8	95.5
	I came in against my will.	897	3.9	4.5	100.0
	Total	19859	85.6	100.0	
No Response		3352	14.4		
Total		23211	100.0		

## ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the Adult Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble.

For the November 2004 survey period, 66.6% of the consumers responded that they did not need any help in completing the Adult Survey.

### I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7754	33.4	33.4	33.4
	Yes	15457	66.6	66.6	100.0
	Total	23211	100.0	100.0	

For the November 2004 survey period, 5.8% of the consumers responded that a mental health advocate / volunteer helped them complete the Adult Survey.

**A mental health advocate / volunteer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21868	94.2	94.2	94.2
	Yes	1343	5.8	5.8	100.0
	Total	23211	100.0	100.0	

For the November 2004 survey period, 2.6% of the consumers responded that another mental health consumer helped them complete the Adult Survey.

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22612	97.4	97.4	97.4
	Yes	599	2.6	2.6	100.0
	Total	23211	100.0	100.0	

For the November 2004 survey period, 5.5% of the consumers responded that a member of their family helped them complete the Adult Survey.

**A member of my family helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21923	94.5	94.5	94.5
	Yes	1288	5.5	5.5	100.0
	Total	23211	100.0	100.0	

For the November 2004 survey period, 2.7% of the consumers responded that a professional interviewer helped them complete the Adult Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22587	97.3	97.3	97.3
	Yes	624	2.7	2.7	100.0
	Total	23211	100.0	100.0	



For the November 2004 survey period, 5.4% of the consumers responded that a clinician / case manager helped them complete the Adult Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21958	94.6	94.6	94.6
	Yes	1253	5.4	5.4	100.0
	Total	23211	100.0	100.0	

For the November 2004 survey period, 4.7% of the consumers responded that a staff member other than their clinician or case manager helped them complete the Adult Survey.

**A staff member other than my clinician or case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22116	95.3	95.3	95.3
	Yes	1095	4.7	4.7	100.0
	Total	23211	100.0	100.0	

For the November 2004 survey period, 3.3% of the consumers responded that someone else helped them complete the Adult Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22451	96.7	96.7	96.7
	Yes	760	3.3	3.3	100.0
	Total	23211	100.0	100.0	

**REASON WHY SURVEY NOT COMPLETED (if applicable)**

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete an Adult Survey. Of the 29,253 consumers who were expected to complete an Adult Survey, 6,042 (20.7%) did not. Of these, 37.2% were reported to have Refused the survey, 11.4% were reported to have had an Impairment, 26.5% did not have a survey available in their Language and 25.0% were marked as having an “Other” reason for non-completion. Additionally, 3.6% of the Adult Surveys that were not completed did not have a “Reason” response.

**If the instrument is not completed, the PRIMARY reason must be indicated.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	2165	35.8	37.2	37.2
	Impairment	663	11.0	11.4	48.6
	Language	1542	25.5	26.5	75.0
	Other	1453	24.0	25.0	100.0
	Total	5823	96.4	100.0	
No Response		219	3.6		
Total		6042	100.0		

## **MHSIP Consumer Survey**

### *Summary Report*

#### **About the MHSIP Consumer Survey**

The MHSIP is a 28-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) quality and appropriateness of services received, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The MHSIP was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), that included the direct assistance and feedback of consumers, their families, and mental health advocates. The MHSIP Consumer Survey is currently used in a number of states across the United States.

It is important to remember that the ratings on the MHSIP represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the MHSIP provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present STATEWIDE data that were collected and aggregated from the MHSIP portion of the November 2004 Adult Survey. The MHSIP items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the MHSIP subscales (i.e., access to services, quality and appropriateness of services received, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied', and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of MHSIP averages and MHSIP subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are highlighted in yellow.

The average scores for each of the MHSIP subscales are reported below.

## PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 37.1% reported that they were Very Satisfied, 46.7% reported they were Satisfied, 13.7% were Neutral, 2.2% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, for 3.4% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	88	.4	.4	.4
	Somewhat Dissatisfied	484	2.1	2.2	2.6
	Neutral	3064	13.2	13.7	16.2
	Satisfied	10470	45.1	46.7	62.9
	Very Satisfied	8325	35.9	37.1	100.0
	Total	22431	96.6	100.0	
No Response		780	3.4		
Total		23211	100.0		

## PERCEPTION OF QUALITY & APPROPRIATENESS

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Quality and Appropriateness” subscale, 38.4% reported that they were Very Satisfied, 47.7% reported they were Satisfied, 12.5% were Neutral, 1.2% were Somewhat Dissatisfied and 0.2% were Dissatisfied. Additionally, for 5.5% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Quality & Appropriateness**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	51	.2	.2	.2
	Somewhat Dissatisfied	266	1.1	1.2	1.4
	Neutral	2735	11.8	12.5	13.9
	Satisfied	10454	45.0	47.7	61.6
	Very Satisfied	8422	36.3	38.4	100.0
	Total	21928	94.5	100.0	
No Response		1283	5.5		
Total		23211	100.0		

## PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation in Treatment Planning” subscale, 30.9% reported that they were Very Satisfied, 44.5% reported they were Satisfied, 20.7% were Neutral, 3.1% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, for 9.6% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Participation in Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	163	.7	.8	.8
	Somewhat Dissatisfied	652	2.8	3.1	3.9
	Neutral	4349	18.7	20.7	24.6
	Satisfied	9336	40.2	44.5	69.1
	Very Satisfied	6493	28.0	30.9	100.0
	Total	20993	90.4	100.0	
No Response		2218	9.6		
Total		23211	100.0		

## OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 22.0% reported that they were Very Satisfied, 43.7% reported they were Satisfied, 27.2% were Neutral, 6.2% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, for 7.8% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	185	.8	.9	.9
	Somewhat Dissatisfied	1322	5.7	6.2	7.0
	Neutral	5815	25.1	27.2	34.2
	Satisfied	9359	40.3	43.7	78.0
	Very Satisfied	4714	20.3	22.0	100.0
	Total	21395	92.2	100.0	
No Response		1816	7.8		
Total		23211	100.0		

## GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 48.2% reported that they were Very Satisfied, 40.3% reported they were Satisfied, 9.2% were Neutral, 1.7% were Somewhat Dissatisfied and 0.7% were Dissatisfied. Additionally, for 2.2% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	149	.6	.7	.7
	Somewhat Dissatisfied	381	1.6	1.7	2.3
	Neutral	2092	9.0	9.2	11.6
	Satisfied	9143	39.4	40.3	51.8
	Very Satisfied	10930	47.1	48.2	100.0
	Total	22695	97.8	100.0	
No Response		516	2.2		
Total		23211	100.0		

## AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with Access to Services (indicated by a subscale score of 4.20; 22,431 responses), the Quality & Appropriateness of treatment (indicated by a subscale score of 4.21; 21,928 responses), Participation in Treatment Planning (indicated by a subscale score of 4.17; 20,993 responses), Outcomes (indicated by a subscale score of 3.82; 21,395 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.33; 22,695 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	22431	1.00	5.00	4.20	.70
Average: Perception of Quality & Appropriateness	21928	1.00	5.00	4.21	.66
Average: Perception of Treatment Planning	20993	1.00	5.00	4.17	.76
Average: Outcomes	21395	1.00	5.00	3.82	.82
General Satisfaction	22695	1.00	5.00	4.33	.73
Valid N (listwise)	19794				

## **Quality of Life (QOL)**

### **Summary Report**

#### **About the QOL**

The QOL is designed to measure quality of life from a consumer's self-reported perspective. The subscales measured include: general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health.

It is important to remember that the ratings on the QOL represent a consumer's perceptions. A variety of factors can affect a consumer's quality of life and many of these are out of the control of service providers. However, in our efforts to continually improve services, the QOL can be used as a source of information on issues that are important to consumers.

The following tables present STATEWIDE data that were collected and aggregated from the QOL portion of the November 2004 Adult Survey. Most of the QOL items are rated on a seven-point scale, with "7" indicating the greatest satisfaction regarding quality of life. Some of the results reflect frequencies of ratings for particular QOL items while others reflect averages of the items that comprise each of the QOL subscales (i.e., general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health). Using the seven-point response options as a guide, the QOL subscale results can be interpreted using the following average score ranges: 1 – 2.5 = 'Very Dissatisfied', 2.5001 – 3.5 = 'Dissatisfied', 3.5001 – 4.5 = 'Mixed', 4.5001 – 5.5 = 'Satisfied' and 5.5001 – 7.0 = 'Very Satisfied'. As a general guideline, an overall scale score over 4.5 indicates that consumers were satisfied. For the tables reflecting the QOL subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response).

All QOL results are highlighted in yellow.

#### **GENERAL LIFE SATISFACTION**

For those who responded to the question – "How do you feel about your life in general?" – 7.6% were Delighted, 16.2% were Pleased, 21.6% were Mostly Satisfied, 32.5% were Mixed, 7.4% were Mostly Dissatisfied, 10.4% were Unhappy and 4.3% were Terrible. Additionally, 7.2% of the consumers did not respond to this item.

**QOL\_1. How do you feel about your life in general?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Terrible	922	4.0	4.3	4.3
	Unhappy	2232	9.6	10.4	14.6
	Mostly Dissatisfied	1605	6.9	7.4	22.1
	Mixed	7007	30.2	32.5	54.6
	Mostly Satisfied	4657	20.1	21.6	76.2
	Pleased	3491	15.0	16.2	92.4
	Delighted	1632	7.0	7.6	100.0
	Total	21546	92.8	100.0	
No Response		1665	7.2		
Total		23211	100.0		

**LIVING SITUATION**

For the consumers who completed at least 2/3 of the items that comprise the “Living Situation” subscale, an average score of 4.64 (21,501 responses) was calculated, indicating “Satisfied” feelings regarding living situation.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	21501	1.00	7.00	4.64	1.51
Valid N (listwise)	21501				

**DAILY ACTIVITIES & FUNCTIONING**

For the consumers who completed at least 2/3 of the items that comprise the “Daily Activities & Functioning” subscale, an average score of 4.44 (21,471 responses) was calculated, indicating “Mixed” feelings regarding daily activities & functioning.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	21471	1.00	7.00	4.44	1.36
Valid N (listwise)	21471				



## FAMILY RELATIONS

For those who responded to the question – “In general, how often do you get together with a member of your family?” – 29.2% reported At Least Once a Day, 22.1% reported At Least Once a Week, 16.5% reported At Least Once a Month, 13.6% reported Less than Once a Month, 13.8% reported Not At All and 4.7% reported No Family / Not Applicable. Additionally, 12.1% of the consumers did not respond to this item.

### QOL\_4. In general, how often do you get together with a member of your family?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	2823	12.2	13.8	13.8
	Less than once a month	2780	12.0	13.6	27.5
	At least once a month	3363	14.5	16.5	44.0
	At least once a week	4500	19.4	22.1	66.0
	At least once a day	5959	25.7	29.2	95.3
	No family / Not applicable	968	4.2	4.7	100.0
	Total	20393	87.9	100.0	
No Response		2818	12.1		
Total		23211	100.0		

**Average Quality of Life Indicator: Family Relations**

For the consumers who completed at least 2/3 of the items that comprise the “Family Relations” subscale, an average score of 4.58 (19,834 responses) was calculated, indicating “Satisfied” feelings regarding family relations.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	19834	1.00	7.00	4.58	1.64
Valid N (listwise)	19834				

**SOCIAL RELATIONS**

For those who responded to the question – “About how often do you visit with someone who does not live with you?” – 16.7% reported At Least Once a Day, 32.8% reported At Least Once a Week, 20.1% reported At Least Once a Month, 11.1% reported Less than Once a Month, 15.3% reported Not At All and 4.0% reported Not Applicable. Additionally, 9.6% of the consumers did not respond to this item.

**QOL\_6A. About how often do you visit with someone who does not live with you?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	3203	13.8	15.3	15.3
	Less than once a month	2332	10.0	11.1	26.4
	At least once a month	4216	18.2	20.1	46.5
	At least once a week	6879	29.6	32.8	79.3
	At least once a day	3513	15.1	16.7	96.0
	Not applicable	831	3.6	4.0	100.0
	Total	20974	90.4	100.0	
No Response		2237	9.6		
Total		23211	100.0		

For those who responded to the question – “About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?” – 23.1% reported At Least Once a Day, 17.2% reported At Least Once a Week, 9.7% reported At Least Once a Month, 6.6% reported Less than Once a Month, 27.0% reported Not At All and 16.3% reported Not Applicable. Additionally, 13.6% of the consumers did not respond to this item.

**QOL\_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	5420	23.4	27.0	27.0
	Less than once a month	1316	5.7	6.6	33.6
	At least once a month	1953	8.4	9.7	43.3
	At least once a week	3455	14.9	17.2	60.5
	At least once a day	4643	20.0	23.1	83.7
	Not applicable	3274	14.1	16.3	100.0
	Total	20061	86.4	100.0	
No Response		3150	13.6		
Total		23211	100.0		

**Average Quality of Life Indicator: Social Relations**

For the consumers who completed at least 2/3 of the items that comprise the “Social Relations” subscale, an average score of 4.55 (20,015 responses) was calculated, indicating “Satisfied” feelings regarding social relations.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	20015	1.00	7.00	4.55	1.35
Valid N (listwise)	20015				

## FINANCES

On the Adult Survey, 75.5% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover food expenses. Additionally, 8.0% of the consumers did not respond to this item.

### **QOL\_8A. During the past month, did you generally have enough money to cover food?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5229	22.5	24.5	24.5
	Yes	16125	69.5	75.5	100.0
	Total	21354	92.0	100.0	
No Response		1857	8.0		
Total		23211	100.0		

On the Adult Survey, 60.3% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover clothing expenses. Additionally, 8.7% of the consumers did not respond to this item.

### **QOL\_8B. During the past month, did you generally have enough money to cover clothing?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8413	36.2	39.7	39.7
	Yes	12773	55.0	60.3	100.0
	Total	21186	91.3	100.0	
No Response		2025	8.7		
Total		23211	100.0		

On the Adult Survey, 79.0% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover housing expenses. Additionally, 9.2% of the consumers did not respond to this item.

### **QOL\_8C. During the past month, did you generally have enough money to cover housing?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4419	19.0	21.0	21.0
	Yes	16646	71.7	79.0	100.0
	Total	21065	90.8	100.0	
No Response		2146	9.2		
Total		23211	100.0		

On the Adult Survey, 62.0% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover transportation expenses. Additionally, 9.1% of the consumers did not respond to this item.

**QOL\_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8012	34.5	38.0	38.0
	Yes	13094	56.4	62.0	100.0
	Total	21106	90.9	100.0	
No Response		2105	9.1		
Total		23211	100.0		

On the Adult Survey, 42.5% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover social activity expenses. Additionally, 9.4% of the consumers did not respond to this item.

**QOL\_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	12091	52.1	57.5	57.5
	Yes	8941	38.5	42.5	100.0
	Total	21032	90.6	100.0	
No Response		2179	9.4		
Total		23211	100.0		

## LEGAL & SAFETY

For the November 2004 survey period, 94.4% of the consumers who responded to the relevant survey items reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 7.9% of the consumers did not respond to this item.

**QOL\_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20178	86.9	94.4	94.4
	Yes	1198	5.2	5.6	100.0
	Total	21376	92.1	100.0	
No Response		1835	7.9		
Total		23211	100.0		

For the November 2004 survey period, 87.4% of the consumers who responded to the relevant survey items reported that they were NOT a victim of any non-violent crimes in the month prior to completing the Adult Survey. Additionally, 8.6% of the consumers did not respond to this item.

**QOL\_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18534	79.9	87.4	87.4
	Yes	2676	11.5	12.6	100.0
	Total	21210	91.4	100.0	
No Response		2001	8.6		
Total		23211	100.0		

For the November 2004 survey period, 97.0% of the consumers who responded to the relevant survey items reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 11.3% of the consumers did not respond to this item.

**QOL\_10. In the past month, how many times have you been arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	19974	86.1	97.0	97.0
	1 arrest	336	1.4	1.6	98.6
	2 arrests	106	.5	.5	99.2
	3 arrests	67	.3	.3	99.5
	4 or more arrests	107	.5	.5	100.0
	Total	20590	88.7	100.0	
No Response		2621	11.3		
Total		23211	100.0		

**Average Quality of Life Indicator: Legal & Safety**

For the consumers who completed at least 2/3 of the items that comprise the “Legal & Safety” subscale, an average score of 4.73 (21,215 responses) was calculated, indicating “Satisfied” feelings regarding legal & safety issues.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	21215	1.00	7.00	4.73	1.40
Valid N (listwise)	21215				

## HEALTH

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.11 (21,321 responses) was calculated, indicating “Mixed” feelings regarding health status.

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	21321	1.00	7.00	4.11	1.50
Valid N (listwise)	21321				

## ADULT SURVEY

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice.** **Please fill in the circle completely.** EXAMPLE: Correct ● Incorrect ✗ ✓

### MHSIP Consumer Survey\*:

Please answer the following questions based on the last 6 months OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree**, **Agree**, are **Neutral**, **Disagree**, or **Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

**START  
HERE**

**Approximately, how long have you received services here?**

- This is my first visit here. ○ 1 - 2 Months ○ More than 1 year  
○ I have had more than one visit but I have received services for less than one month. ○ 3 - 5 Months  
○ 6 months to 1 year

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	○	○	○	○	○	○
2. If I had other choices, I would still get services from this agency.	○	○	○	○	○	○
3. I would recommend this agency to a friend or family member.	○	○	○	○	○	○
4. The location of services was convenient (parking, public transportation, distance, etc.).	○	○	○	○	○	○
5. Staff were willing to see me as often as I felt it was necessary.	○	○	○	○	○	○
6. Staff returned my calls within 24 hours.	○	○	○	○	○	○
7. Services were available at times that were good for me.	○	○	○	○	○	○
8. I was able to get all the services I thought I needed.	○	○	○	○	○	○
9. I was able to see a psychiatrist when I wanted to.	○	○	○	○	○	○
10. Staff here believe that I can grow, change and recover.	○	○	○	○	○	○
11. I felt comfortable asking questions about my treatment and medication.	○	○	○	○	○	○
12. I felt free to complain.	○	○	○	○	○	○
13. I was given information about my rights.	○	○	○	○	○	○
14. Staff encouraged me to take responsibility for how I live my life.	○	○	○	○	○	○
15. Staff told me what side effects to watch out for.	○	○	○	○	○	○
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	○	○	○	○	○	○
17. I, not staff, decided my treatment goals.	○	○	○	○	○	○
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	○	○	○	○	○	○
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	○	○	○	○	○	○
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	○	○	○	○	○	○

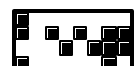
\*The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

**CONTINUED ON NEXT PAGE...**

--	--	--	--	--	--	--	--	--	--

CSI County Client Number  
\*\*\*Must be entered on EVERY page\*\*\*

A	-	E	N
---	---	---	---





**As a direct result of the services I received:**

Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable

21. I deal more effectively with daily problems.
22. I am better able to control my life.
23. I am better able to deal with crisis.
24. I am getting along better with my family.
25. I do better in social situations.
26. I do better in school and /or work.
27. My housing situation has improved.
28. My symptoms are not bothering me as much.

29. Please provide comments here and /or on the back of this form, if needed.  
We are interested in both positive and negative feedback.

**Quality of Life Questions:**

Please answer each of the following questions by filling in the circle that best describes your experience or how you feel. Please fill in only one circle for each question. For some questions, you may choose **Not Applicable** if the question does not apply to you.

**General Life Satisfaction**

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

1. How do you feel about your life in general?

**Living Situation**

2. Think about your current living situation.

How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

- A. The living arrangements where you live?
- B. The privacy you have there?
- C. The prospect of staying on where you currently live for a long period of time?

**Daily Activities & Functioning**

3. Think about how you spend your spare time.

How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

- A. The way you spend your spare time?
- B. The chance you have to enjoy pleasant or beautiful things?
- C. The amount of fun you have?
- D. The amount of relaxation in your life?

**Family**

4. In general, how often do you get together with a member of your family?

- at least once a day      ○ at least once a month      ○ not at all  
○ at least once a week      ○ less than once a month      ○ no family / not applicable

5. How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted Not Applicable

- A. The way you and your family act toward each other?
- B. The way things are in general between you and your family?

**CONTINUED ON NEXT PAGE...**

59605

**Social Relations**

6. About how often do you do the following?

- A. Visit with someone who does not live with you?  
☐ at least once a day      ☐ at least once a month      ☐ not at all  
☐ at least once a week      ☐ less than once a month      ☐ not applicable
- B. Spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?  
☐ at least once a day      ☐ at least once a month      ☐ not at all  
☐ at least once a week      ☐ less than once a month      ☐ not applicable

7. How do you feel about:

- |  | Terrible              | Unhappy               | Mostly Dissatisfied   | Mixed                 | Mostly Satisfied      | Pleased               | Delighted             | Not Applicable        |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. The things you do with other people?            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. The amount of time you spend with other people? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. The people you see socially?                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| D. The amount of friendship in your life?          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Finances**

8. During the past month, did you generally have enough money to cover the following items?

No Yes

- |  | No                    | Yes                   |
|--|-----------------------|-----------------------|
| A. Food?   | <input type="radio"/> | <input type="radio"/> |
| B. Clothing?   | <input type="radio"/> | <input type="radio"/> |
| C. Housing?  | <input type="radio"/> | <input type="radio"/> |
| D. Traveling around for things like shopping, medical appointments, or visiting friends and relatives? | <input type="radio"/> | <input type="radio"/> |
| E. Social activities like movies or eating in restaurants?   | <input type="radio"/> | <input type="radio"/> |

**Legal & Safety**

9. In the past MONTH, were you a victim of:

No Yes

- |   | No                    | Yes                   |
|---|-----------------------|-----------------------|
| A. Any violent crimes such as assault, rape, mugging or robbery?                              | <input type="radio"/> | <input type="radio"/> |
| B. Any nonviolent crimes such as burglary, theft of your property or money, or being cheated? | <input type="radio"/> | <input type="radio"/> |

10. In the past MONTH, how many times have you been arrested for any crimes?

- ☐ No arrests    ☐ 1 arrest    ☐ 2 arrests    ☐ 3 arrests    ☐ 4 or more arrests

11. How do you feel about:

- |  | Terrible              | Unhappy               | Mostly Dissatisfied   | Mixed                 | Mostly Satisfied      | Pleased               | Delighted             |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. How safe you are on the streets in your neighborhood?     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. How safe you are where you live?                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. The protection you have against being robbed or attacked? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Health**

12. How do you feel about:

- |                               | Terrible              | Unhappy               | Mostly Dissatisfied   | Mixed                 | Mostly Satisfied      | Pleased               | Delighted             |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. Your health in general?    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. Your physical condition?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. Your emotional well-being? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

CONTINUED ON NEXT PAGE...

59605

**Please answer the following questions to let us know a little about you.**

**ENGLISH**  
**Adult Survey**

1. What is your gender? ☐ Female ☐ Male ☐ Other
2. Are you of Mexican / Hispanic / Latino origin? ☐ Yes ☐ No ☐ Unknown
3. What is your race? **(Please check all that apply.)**

☐ White / Caucasian  
☐ Black / African American  
☐ Asian

☐ American Indian / Alaskan Native  
☐ Native Hawaiian / Other Pacific Islander  
☐ Other

☐ Unknown
4. What is your date of birth? **(Write it in the boxes AND fill in the circles that correspond. See Example.)**  
 Date of Birth (mm-dd-yyyy)  

-

-

0

0

0

0

0

0

1

1

1

1

1

1

2

2

2

2

2

2

3

3

3

3

3

3

4

4

4

4

4

4

5

5

5

5

5

5

6

6

6

6

6

6

7

7

7

7

7

7

8

8

8

8

8

8

9

9

9

9

9

9
5. Were the services you received provided in the language you prefer? ☐ Yes ☐ No
6. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? ☐ Yes ☐ No
7. What was the primary reason you became involved with this program? **(Choose one):**

☐ I decided to come in on my own.  
☐ Someone else recommended that I come in.  
☐ I came in against my will.
8. Please identify who helped you complete any part of this survey **(Choose all that apply):**

☐ I did not need any help.  
☐ A mental health advocate / volunteer helped me.  
☐ Another mental health consumer helped me.  
☐ A member of my family helped me.

☐ A professional interviewer helped me.  
☐ My clinician / case manager helped me.  
☐ A staff member other than my clinician or case manager helped me.  
☐ Someone else helped me. Who?: \_\_\_\_\_

**EXAMPLE:** Date of birth on April 30, 1967:

1. Write in your date of birth → **04 - 30 - 1967**
2. Fill in the corresponding circles
- Date of Birth (mm-dd-yyyy)
- 0

0

0

0

0

0
- 1

1

1

1

1

1
- 2

2

2

2

2

2
- 3

3

3

3

3

3
- 4

4

4

4

4

4
- 5

5

5

5

5

5
- 6

6

6

6

6

6
- 7

7

7

7

7

7
- 8

8

8

8

8

8
- 9

9

9

9

9

9

**Thank you for taking the time to answer these questions!**

**FOR OFFICE USE ONLY:**

**REQUIRED Information:**

County Code:

Date of Survey Administration:

-

-

Reason (if applicable):

Ref ☐ Imp ☐ Lan ☐ Oth ☐

**Make sure the same CSI County Client Number is written on all four pages of this survey.**

CSI County Client Number  
\*\*\*Must be entered on EVERY page\*\*\*

**Optional County Questions:**

County Question #1 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10  
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #2 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10  
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #3 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10  
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

59605

